

# Services Descriptions

## Introduction

IOT recently restructured its service packages to better suit the needs of its partner agencies. The information below details each of the revised services packages.

For more information about IOT's services, please contact the [the Helpdesk](#).

IOT's services are grouped in the following categories:

- [Basic Seat Bundled Services](#)
- [Communication/Access Service Options](#)
- [Data Center Services Options](#)
- [Telecommunications Services Options](#)
- [Mainframe Service Options](#)

## Basic Seat Bundled Services

### #1001 - Basic Seat Bundled Services (Networked)

**Basic SEAT Bundled Services** includes all direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT service delivery for the desktop and associated centralized services (not including the cost of the actual desktop or printer). The services are grouped into seven major categories: Customer, E-Mail, File Storage, Local Desktop, Network, Printer, and Server Services. All IOT services comply with all IOT Service Level Agreements.

### Services provided by SEAT

- Customer Services
  - 24x7 Helpdesk Support (non-agency application specific)
  - Normal Business Hours 6:00am – 6:00pm M-F
  - Reduced Support (emergency) outside Normal Business Hours
  - Support is provided for:
    - desktops, laptops, tablet PCs, servers, printers
    - data network devices (routers, hubs, switches, firewalls, etc.)
  - E-Mail & Network account creation and management
  - Some Agencies provide their own Application Helpdesk for agency specific applications.
- E-Mail Services
  - E-mail configuration setup & access
  - 100 MB mailbox w/managed storage included in SEAT cost.

- Monthly Fee charged (Product ID #1143) for each additional MB used
- 50 MB Public Folder
- All required "Resource" accounts
- Daily full backup of all e-mail files/documents
- Archival of e-mail files 6 months and older to less expensive, slower, on-line storage systems
- E-mail recovery services (up to 60 days w/o tape, 1 year w/tape)
- Anti virus software on all Exchange servers
- Administration of all 15 Exchange servers and associated SAN storage & Tape backup systems
- Administration of all public folders and public distribution lists
- Webmail Sites
- File Storage Services
  - HOME & Project Directory configuration setup & access
  - 500 MB of combined HOME / Project managed storage
  - Daily backup of all HOME / Project data
  - Archival of unmodified files 6 months and older to less expensive, slower, on-line storage systems
  - Data recovery services
- Local Desktop Services
  - Hardware (break / fix of PC and Laptop) Support
    - Hardware Maintenance & Repair
    - Warranty tracking
    - Sanitizing data off of PCs to be surplusd or released from service
  - Operating System (OS) Support
    - OS Installation
    - OS patch management
    - Service packs management
  - Application Software Support
    - IOT "supported software" installations and updates / patch management  
Includes: Adobe Reader, MS Office Suite, MS Outlook
    - Provide the Icons on the desktop for Business Application Software
    - Anti-virus software provided (McAfee)
    - Performance monitoring software provided (NetIQ)
    - Remote control software provided to assist Helpdesk with support issues (Altiris)
- Network Services
  - Network design and implementation.
  - Network management (including switch & router image backups)
  - Connectivity to the network @ 100MB or 1,000MB, based on performance of computer's network card.
  - Support for Network circuits for external connectivity (~20 T1 lines, paid for by each agency)

- Secure access to the internal state network, and the worldwide Internet.
  - Switch installations @ remote sites
  - Network administration
  - Network hardware maintenance (includes: 12 sniffers, 50+ routers, 800 switches, 20 firewalls)
    - **Active Directory** management (identifies resources on a network & makes them accessible)
    - **Dynamic Host Configuration Protocol (DHCP)** management (dynamic IP addressing)
    - **Windows Internet Naming Service (WINS)** management (name resolution)
    - **Domain Name System (DNS)** management (Domain Name to static IP translation)
  - Network hardware maintenance (includes: 12 sniffers, 50+ routers, 800 switches, 20 firewalls)
  - Network cable repair
  - Network performance monitoring and reporting (upon request)
  - Intrusion prevention (McAfee)
  - Consulting services (initial project discussion visit included)
  - **Printer Services (Networked)**
    - Hardware (break / fix) Support. All consumables (paper, ink cartridges, toner, etc.) lost during repair must be supplied by the agency.
    - Network connectivity
    - Printer/Queue Setup & Access if part of supported domain
    - Print Server administration if part of supported domain
    - Warranty tracking
    - Printer management and operations and performance monitoring where technically feasible.
    - Large scale multifunction office machines (scanners, copiers, fax, printers) are NOT maintained by IOT.
- IOT will assist with proper connections to the network.

**Note:** Generally 1 networked printer for every 10 employees is sufficient. But consider:

- Distance to printer
- Isolated employees
- Privacy issues
- Handicapped employees
- Point-of Service printing
- Heavy Users (clerical, secretaries, etc.)
- **Server Services (450 Remote Office Servers, 1500 Data Center Servers)**

**Remote Office Servers** are defined as distributed servers that provide some “centralized services” for remote offices. They typically perform functions such as domain controllers, file servers, and/ print servers. In

some instances the remote distributed servers perform administrative functions and scripted push tasks.

**Data Center Servers** are all located in the IOT Data Center. These devices provide “shared services” for IOT’s customers. Data Center environmental systems are maintained by IOT.

- Hardware, OS and application software setup, installation and configuration.
- Hardware maintenance
- Tracking of warranty and non-warranty status
- Performance tuning and monitoring
- Network connectivity
- Data and OS backups (IOT is managing 100 TB of disk storage in the Data Center)
- Disaster recovery
- Patch management
- Software upgrades
- Service pack installations

#### **#1136 - Basic Seat Bundled Services (no E-mail, no Internet)**

**Basic SEAT Bundled Services (non-Networked)** includes all direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT service delivery for the desktop and associated centralized services (not including the cost of the actual desktop). All IOT services comply with all IOT Service Level Agreements.

#### **Services provided by SEAT (Non-Networked)**

- Customer Services
  - 24x7 Helpdesk Support (non-agency Application specific)
  - Normal Business Hours 6:00am - 6:00pm M-F
  - Reduced Support (emergency) outside Normal Business Hours
  - Support is provided for:
    - desktops, laptops, tablet PCs, servers
- Local Desktop Services
  - Hardware (break / fix of PC and Laptop) Support
    - Hardware Maintenance & Repair
    - Warranty tracking
    - Cleaning of PCs to be surplus or released from service
  - Operating System (OS) Support
    - OS Installation
  - Application Software Support
    - IOT "supported software" installations
    - Provide the Icons on the desktop for Business Application Software

- Local Printer Services (Networked)
  - Hardware (break / fix) Support. All consumables (paper, ink cartridges, toner, etc.) lost during repair must be supplied by the agency.
  - Warranty tracking

**Notice:** This service covers a maximum of 1 networked printer for every 10 employees.

Locally attached printers will be serviced on a time and materials basis.

## **#1014 - E-mail**

**E-mail (Stand Alone)** is for customers that do not have a “Basic Networked Seat” charge, but still desire e-mail access. Included with this service:

- E-mail configuration setup & access
- 100 MB mailbox w/managed storage provided
  - Monthly Fee charged (Product ID #1143) for each additional MB used
- 50 MB Public Folder
- All required “Resource” accounts
- Daily full backup of all e-mail files/documents
- Archival of e-mail files 6 months and older to less expensive, slower, on-line storage systems
- E-mail recovery services (60 days w/o tape, 1 year w/tape)
- Anti virus software on all 15 Exchange servers
- Administration of all Exchange servers and associated SAN storage & Tape backup systems
- Administration of all public folders and public distribution lists
- Webmail Sites

Employees of the state government of Indiana are able to access their email from outside the state campus network via remote browser-based mail client interfaces.

Indiana Office of Technology (IOT) will provide secure connectivity for remote email users, over the Internet, to their respective Mail Servers located on the state of Indiana campus network through the use of the new "Webmail" Server, located on the IOT-managed state of Indiana extranet network

## **Application Support Services (for applications not included in Seat)**

**Application Support Service** is for customers that have a "Basic Seat" charge, and desire additional application software. These items are all pass-through items for cost. IOT Helpdesk will require "proof of ownership" before loading the application on the PC. Current application software available in this service includes:

- Adobe Writer
- Microsoft Project

- Microsoft Project Server
- Microsoft Visio

## **Communication/Access Service Options**

### **#1027 & #1028 - Blackberry Services**

**Blackberry** services provide the customer access and support of a Blackberry device (not usage). A Blackberry device combines phone, email, and data access features into one small handheld wireless device. The Blackberry rates consist of a one-time cost (#1027) for the Blackberry Client Access License to access the Blackberry Enterprise Server, and a monthly charge (#1028) that includes the server connection, support, backups and maintenance. Additional to these charges, each customer's wireless usage is billed via an invoice from the selected wireless carrier and contains the following:

- Equipment or accessories
- The selected Voice and/or Data Plan
- Activation Fee

### **#1026 - Crystal Enterprise**

**Crystal Enterprise** services provide access to a licensed Crystal reports site located at IOT that can be utilized by state agencies that desire to utilize Crystal report capabilities for their organization. IOT currently manages four Crystal servers running 12 Processors in support of the BMV.

### **#1018 - FAX Services**

**RightFax** Services provide a networked FAX service for large FAX requirements. This service can be used by any state agency on the private network and can provide FAX capabilities for large amounts of data and large files. IOT currently manages one RightFax server in support of their customers.

### **#1023 - FTP**

**FTP** provides a “secure” connection to a specified address on the state private network that allows for the transfer of a file(s) from a remote “non-trusted non-state” FTP server to a local FTP server here on the state private network. IOT currently manages four FTP servers in support of their customers. Firewall rules may require modifications.

### **#1020 – Metaframe Citrix**

Citrix services provide common thin client connectivity to an application(s) usually from a remote site. The user/client is commonly a state employee authorized on the state private network in a remote site that requires login access to a central application server.

The charge indicated is incurred for each user/client that accesses the Citrix Farm for any application(s). IOT currently manages ~30 Citrix servers in the "Farm" in support of their customers. Visit the [Citrix® Website](#) for more information.

### **#1134 – Project Servers**

**Project Servers** – involves all hosting services for a shared Project Server 2003 environment. The per user service includes Microsoft licensing (except for use of Microsoft Project Professional 2003), server licensing, server environment, database environment, and administration of service.

### **#1022 – RAS (Remote Access Server): Dial-up Services**

**Remote Access Service** - Dialup services provide a “slow, 56KB maximum speed” connection to the state private network via a dial-up modem from outside the IGC area. An account is created in our remote access control system and a state private network user can dial-in and log onto the network from a remote area (i.e. home, hotel, etc.). The logon used is usually the same login and username as is used to log onto the network at the users workplace here at the IGC, or state agency remote office. IOT currently manages one RAS server in support of their customers.

### **#1024 & #1025 - Share Point Server**

**Share Point Server** services (#1024 = Extranet, #1025 = Intranet) provide Agencies and/or workgroups with a workspace on a collaboration site server. The agency can utilize this collaborative workspace for file sharing and access to files from a specified group of accounts. This service is available for any agency that desires to collaborate and share information with other Agencies or organizations within the state’s private network. IOT currently manages six SharePoint servers (2 external, 4 internal) in support of their customers. Files not modified for six months and older will be archived to less expensive, slower, on-line storage systems.

### **#1021 & 1141 – VPN (Virtual Private Network)**

#1021 - **Client VPN** provides a “fast” single person connection to the state private network *via the internet* from outside the IGC area. An Internet Service Provider (ISP) account is also required for use of the VPN service. VPN users will be required to provide their own Internet Service Provider.

#1141 - **Site-to-Site VPN** provides high-speed connectivity between the state and external vendors. Visit the [VPN Webpage](#) for more information.

## **Data Center Service Options**

### **#1113, #1114 & #1049 - Database Management Services**

**Database Hosting** Services consists of two options.

With 1113-Shared Servers the databases are hosted on IOT's shared SQL and Oracle database servers. The costs of the hardware and database licensing fees are included. Storage required for the databases will be charged at the current rate for Shared Storage Services.

With 1114-Dedicated Servers the customer will incur charges associated with 1050 Server Hosting Services as well as the Shared Storage Services charges. Both Shared and Dedicated Services have the following services provided by IOT's DBA staff: Backup and Recovery of databases, installation of database software, database performance monitoring, and problem troubleshooting and resolution.

#1049 **Database Maintenance** provides a DBA consultant @ the designated hourly rate.

### **#1054 - Extranet Server Web Hosting**

**Extranet Server Web Hosting** services provide access to specific state resources via a website for external vendors and the public. An extranet is part of a company's intranet that is extended to users outside the company. The cost for the five extranet servers, support, maintenance, and data backup is included within this pricing. Also included in this price is the cost for Microsoft ISS and .NET services. Firewall rules may require modifications.

### **#1057 - Intranet Server Web Hosting**

**Intranet Server Web Hosting** services are similar to the Extranet Server Web Hosting service except that this service is only provided on the state's internal network, or intranet. Access to this service is confined to clients within the state private network and they are not accessible to external vendors or the public. The cost for the extranet servers (currently 5), and ongoing support, maintenance, and data backup is included within this pricing.

### **#1050, #1051 & #1052 - Server Hosting**

#1050 **Physical Server Hosting** services are for agency customers that desire to host an application, database, or other type service on a physical server, like a MS 2003 server or UNIX/Linux Server.

#1051 **Server Hosting** rate is for the installation, and ongoing support, and administration of the server hardware and operating system.

The "Server" price, which is paid by the agency, is the QPA cost of the server and MS SQL or Oracle software.

IOT currently manages 100+ servers in support of their customers.



#1052 **Virtual Server Hosting** services are similar to the Physical Server Hosting services except that the customer application or database is hosted on a “virtual” VMware server, and 16 GB of storage is provided. There is no QPA price due to the inclusion of the hardware costs in the Server Support price. Startup times are generally quicker than they are for MS Server Hosting due to hardware ordering and installation times. IOT currently manages five ESX servers in support of their customers. Firewall rules may require modifications.

Good candidates for VMware hosting service include; workgroup servers, servers that run a process a few times a day then sit idle, development and testing servers. If a large powerful server is required for hosting an Enterprise level application then refer to the MS Server Hosting service.

### **#1056 & #1142 - Shared Storage**

#1056 **Shared SAN Storage** is for storage requirements above and beyond the disk storage provided with the Server for “Physical Server Hosting”. The “Virtual Server Hosting” may require this service depending upon overall storage needs. IOT currently manages 100 TB of shared storage and associated backup systems in support of their customers. Firewall rules may require modifications. Just FYI, all of the books in the US Library of Congress contain 20 TB of text!

#1142 **Archive Storage** (Centera) – this service provides a per GB offering intended to house archival data. Common targets for this platform are FileNET, e-mail / disk archiving technologies and database extract archiving. The production platform is housed in the IOT data center, with plans to provide disaster recovery capabilities (via a 2nd Centera) in the future.

## **Telecommunications Services Options**

### **#1036 - Directory Assistance Local**

IOT telecommunication staff provides assistance with handling of “local” directory assistance calls.

### **#1032 & #1033 - IVR (Enterprise Interactive Voice Recognition)**

**Enterprise IVR** services (#1032 = Port, #1033 = Circuit) are used to provide speech enabled self-service applications, on-line transactions, perform speaker verification applications, and provide excellent automated customer service. These services are server based and provide capabilities not available in the ACD systems above. These rates apply to the I3 technology IVR and ACD capabilities. The IOT telecommunication service desk will assist in your questions as to capabilities of each.

### **#1041 & #1042 - Paging Services**

The IOT telecommunication service desk will assist Agencies with acquiring pagers. We provide three types of leased pagers: Alphanumeric, Digital, and Two-Way (with optional plans). The cost for any overages above your selected plan amount will appear on your Communication Services Invoice.

### **#1029 & #1031 – Perimeter ACD**

**ACD** services are used to automatically distribute, track and report incoming calls. The IOT telecommunication service desk will assist in your questions as to capabilities of each ACD, as well as the configuration of the device should you require one.

#1029 - Aspect Agent: No detailed reports

#1031 - Enhanced Perimeter Agent: Includes detailed reports

### **#1034 - Remote Office Consulting Services**

**Communication Network Technician** services are for assistance in providing local telecom cabling via a TSO.

### **Voice Services**

#1043 - Dial Tone (Vendor Rate Variable)

#1044 - Dial Tone – Remote Site Services

#1046 - Enterprise Messaging – Voice Mail Basic

#1047 - Enterprise Messaging – Voice Mail Standard

#1048 - Enterprise Messaging – Voice Mail Enhanced

These **Dial Tone & Voice Mail** services are the new rates for telephone service and associated services such as voice mail for all state of Indiana agency personnel. The above rates apply to Campus phone service and are similar to previous rate descriptions, although the pricing is less.

Basic Mailbox---mailbox holds 30 messages total (played and unplayed); has 1 minute for personal greeting and a 3 minute message length; retention period is 5 calendar days for played messages.

Standard Mailbox---mailbox holds 50 messages total (played and unplayed); has 2 minutes for personal greeting and a 4 minute message length; retention period is 30 calendar days for played messages.

Enhanced Mailbox---mailbox holds 70 messages total (played and unplayed); has 2 minutes for personal greeting and a 5 minute message length; retention period is 60 calendar days for played messages.

### **#1117 & #1140 - Wireless Services**

#1117 - **Cellular Phone** services are for assistance in providing cellular phones to agency customers and handling all the cellular needs to get started. Once your cellular phone service has started, the billing will come through IOT to the specified agency/customer.

# 1140 - **Local Wireless Access** services provide wireless access to wireless users on campus and at remote sites via a centrally managed and secure wireless solution. This service provides single sign-on using Active Directory, rogue access-point detection and management, malicious login management and wireless access-point monitoring and configuration archiving. The cost for a wireless controller and management console, two authentication servers, support and maintenance of centrally located equipment is included within the pricing.

Note: This service does not include startup services/costs. (access points, site survey, installation etc.) .

### **#1098 – Indiana Telecommunications Network (T1 Line & Tail)**

**T1** stands for trunk level 1, a digital transmission link with a total signaling rate of 1,544mbps. In most cases, this is plenty of bandwidth for an agency to connect remote locations back to the Indiana Government Center. Included in your T1 connection is connectivity to the Internet. All state agencies that use this service are placed on the state's private backbone, residing behind IOT managed firewalls. Sitting behind the IOT managed firewalls and using private IP space, state data is not visible to the Internet. If you are not a state agency, but are eligible to utilize state contracts to procure services, you may still purchase a T1, with Internet connectivity included, but you would need to provide your own firewall for security.

A **T1 tail** circuit is used to connect offices within a certain region to a main or host location, which can then be connected back to the Indiana Government Center. This type of connection is primarily used for sub-district offices or satellite office to connect back to a district office where the transmission of data is mainly between those offices and not the Government Center. This allows the satellite office access to the Government Center as needed, as well as access to the Internet.

## **Mainframe Services Options**

### **Mainframe Production**

#1094 - Tape Accesses

#1095 - Tape Storage Days - 3480 Tape

#1066 - Number of Jobs Production

#1068 - Laser Pages Printed

#1067 - Impact Printer Lines Printed

#1096 - Stock Paper

The mainframe production services are for batch job processing and printing services.

### **Mainframe Transactions**

#1074 - DB2 Transactions  
#1077 - IMS Transactions  
#1080 - CICS Transactions  
#1083 - TSO Transactions  
#1086 - IDMS Transactions  
#1089 - Batch Transactions

Operational rates for mainframe transactions are according to CPU seconds. The high priority rate is for transactional requirements that need to be processed immediately. The Medium Priority rate is for normally scheduled transactions, and the low priority rate if for transactions that can be scheduled in a discretionary manner.

### **# 1092 - Mainframe Storage**

Mainframe storage requirements measured in disk megabytes allocated per day.